

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)  
FOR  
DJIBOUTIAN AIR TRAFFIC CONTROL TRAINING AND AUGMENTATION  
SERVICES**

**1. PURPOSE**

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of the Performance Based Service Contract (PBSC) standards included in this contract. The intent is to ensure that the Contractor performs in accordance with performance metrics set forth in the contract documents, that the Government receives the quality of services called for in the contract and that the Government only pays for the acceptable level of services received. The QASP ensures that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

**2. AUTHORITY**

Authority for issuance of this QASP is provided under the Federal Acquisition Regulation (FAR) 52.212-4 “CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (OCT 2003), paragraph (a), which provides for inspections and acceptance of the articles, services, and documentation called for in the contract to be accomplished by the Contracting Officer.

**3. SCOPE**

The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract. The Quality Assurance Surveillance Plan (QASP) is put in place to provide Government *surveillance* oversight of the Contractor’s quality control efforts to *assure* that they are timely, effective and are delivering the results specified in the contract. The QASP is not a part of the contract nor is it intended to duplicate the Contractor’s Management Plan. The Government may provide the Contractor an information copy of the QASP as an Attachment to the solicitation to support the Contractor’s efforts in developing its plan for maintaining the levels of quality anticipated to be delivered under the terms of the contract.

**4. GOVERNMENT RESOURCES**

The following definitions for Government resources are applicable to this plan:

**Contracting Officer** - A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government.

**Contracting Officer’s Representative (COR)** - An individual designated, in writing, by the Contracting Officer to act as his authorized representative to assist in administering a contract. The source and authority for a COR is the Contracting Officer. COR limitations are contained in the written letter of appointment.

**5. RESPONSIBILITIES**

The Government resources shall have responsibilities for the implementation of this QASP as follows:

**Contracting Officer** – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair, and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

**Contracting Officer's Representative (COR)** - The COR is responsible for technical administration of the project and assures proper Government surveillance of the Contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

## **6. METHODS OF QA SURVEILLANCE**

The below listed methods of surveillance shall be used in the administration of this QASP. The Performance-Based Matrix, Attachment VI, describes the methods of surveillance that may be used to monitor the services and deliverables to be provided under the contract.

**Monitoring/ Review** – The COR will review the contract deliverables for quality, accuracy, and conformance with contract requirements.

## **7. IDENTIFIED QA SURVEILLANCE ITEMS**

The PBSC items that have been identified for surveillance are identified in the Performance-Based Matrix, Attachment VI.

## **8. DOCUMENTATION**

The COR will maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function. All such records will be retained for the life of this contract. The COR shall forward these records to the Contracting Officer at termination or completion of the contract.

## **9. INCENTIVES/DISINCENTIVES**

The COR makes an annual report on Contractor performance (CPARS or other annual report). The contractor's failure to achieve satisfactory performance under the contract/task order, reflected in the COR's annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. The contractor's failure to achieve satisfactory performance under the contract/task order may result in the non-exercise of available options.

For each item that does not meet acceptable levels, the Government may issue a Contract Discrepancy Report (CDR). CDRs will be forwarded to the Contracting Officer with a copy sent to the contractor. The contractor must reply in writing within 5 days of receipt identifying how future occurrences of the problem will be prevented. Based upon the contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further action will be taken.

In accordance with inspection of services provisions of the contract, the contractor will be incentivized to provide quality products in a timely manner since the Government can require the Contractor, at no additional fee, to replace or correct work that fails to meet contract requirements. To maximize the profit

earned on costs incurred, the contractor is incentivized to ensure that quality products are provided in a timely manner.

## **10. ANALYSIS OF CONTRACTOR PERFORMANCE**

The analysis of contractor performance shall be conducted at the end of each month and serves to provide a summary of the Contractor's performance to the Contracting Officer and the Contractor. Overall performance is important in determining whether to increase, decrease or maintain the current level of surveillance and/or whether to initiate corrective action to bring the Contractor's work up to the standards of the specification.